

STANDARD OPERATING PROCEDURE

ZONING CODE ENFORCEMENT

Upon receipt of a complaint, the Permit Technician contacts the complainant to acknowledge receipt of the complaint and provides the Investigator's name and telephone number.

Within 24 hours of receipt of the complaint, the Investigator must contact the complainant by phone. The Investigator will inform the complainant of the assignment of the case, ask pertinent questions regarding the best time to witness a violation, and obtain any additional information that might be helpful. The Investigator will then give the complainant an approximate time the site will be visited. This information should be documented into Hansen so that if additional calls from citizens are received, whoever takes the call can indicate that an investigation is underway.

The Investigation should begin no later than 72 hours of receipt of the complaint whenever possible. All visits should be documented in Hansen.

A decision to close the case for no violation, or a decision to issue a Notice of Violation should be made and documented in Hansen within 5 days of visiting the site. Exceptions will occur. All research and conversations pertinent to the case will be documented in Hansen. The complainant will be called when the case is closed.

If a Notice of Violation is issued, time for compliance should reflect the complexity or lack thereof of the corrective action. The Investigator will contact the complainant and the results of the investigation should be discussed at that time. Documentation into Hansen will be made.

If a Civil Citation is issued, documentation must be made in Hansen and the Investigator will call the complainant to discuss the next step. Documentation into Hansen will be made.

Extensions of time should be given only if the Investigator believes compliance will be achieved by doing so. No "buying time" extensions should be given. Extensions longer than 30 days should be discussed with the Permitting Services Manager. Documentation into Hansen will be made.

If the violator files for Special Exception to correct the violation, the Investigator will inform the complainant of the special exception process and give the date of the hearing. After the Board of Appeals makes the decision, the Investigator will call the Complainant and discuss the next steps. Documentation into Hansen will be made.

If the violator files an Administrative Appeal, the Investigator will contact the complainant and inform them of the appeal and the process. Documentation into Hansen will be made.

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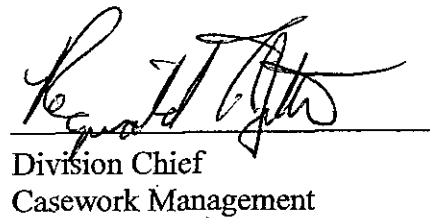
Under no circumstances will transfers of cases between Investigators be made without Manager's approval.

In situations that require extensive investigations, for example where the activity occurs sporadically, the Investigator will contact the complainant at mutually agreed upon intervals.

The Zoning Enforcement Manager will review cases with each Investigator on a biweekly basis during which the application of this procedure will be reviewed for the cases discussed.


Permitting Services Manager
Casework Management

12/31/01
Date


Division Chief
Casework Management

12/31/01
Date